Network Productivity Service – Americas

An Entry-Level, Ongoing Proactive Service Aimed at Achieving Optimal Network Performance

Service Overview

Optimizing the network requires the selection of the best software version for your routers, switches, etc. for the network services you are using. It also requires fine-tuning configurations that run on your Juniper equipment. Networks change and the services deployed on them evolve.

By subscribing to the Network Productivity Service, you have access to best-practices information to assure that your network is constantly optimized and that you are avoiding any known issues. Subscribers to this service also gain regular status reports, showing how the network is improving over time (trend analysis reports). Proactively optimizing the configuration and software also reduces the likelihood of future issues.

Service Description

For most enterprises in today's economy, limited IT budgets and networks consisting of gear from multiple vendors are facts of life. It is particularly difficult to retain enough in-house expertise to successfully manage the interoperability. It becomes necessary to rely on help from the vendors' experts. Proactive, technical consulting is essential. Ongoing technical consulting is especially valuable as it permits trend analysis—leading to measurable improvements, and to reports suitable to showing progress and "value" in the IT department.

Juniper Networks® Network Productivity Service uses a proactive, prescriptive approach to closely collaborate with the end user to create an optimized network specific to the business needs. This service aims to create an ongoing technical relationship with the customer to assist in the avoidance of issues and maximize the performance of the Juniper solution. The goal is to reduce network risk while ensuring a smooth and efficient operation of the Juniper network.

By doing a risk assessment, analyzing the device configurations, and evaluating the suitability of the particular software version running on the Juniper devices, a lot of issues can be avoided—leading to both faster performance and fewer JTAC cases. Real performance data for Juniper devices is gathered from the network. This information is then used to recommend actions for performance improvements and to provide trend data showing the impact of previous activities.

This service is particularly suited to enterprises that seek a partnership with Juniper and that do not have the resources to dedicate to becoming experts on Juniper equipment.

Benefits

Depending on your unique requirements, the Network Productivity Service helps your IT operation's team create an ongoing partnership with Juniper engineers that achieves operational excellence by:

- Discovering potential problems proactively in configurations, and software versions, before they lead to network issues
- Recommending the best software version and improvements to running configurations, to achieve optimal network performance
- Giving "best-practices" recommendations
- Measuring performance regularly and creating trend analysis and optimization recommendations

All engineers are remote and can consult the best experts from anywhere inside Juniper.

Your ideas. Connected.™

Service Elements

The service is based on access to remote Juniper engineers with a delivery coordinator who manages all contacts between your company and Juniper remote engineers.

The delivery coordinator sets up an initial meeting with your IT team and Juniper engineers, where the engineers gather information about your network topology and gains an understanding of how you use your Juniper gear in order to meet your business needs. After that initial meeting, Juniper creates a baseline of your product performance and analyzes your software and configuration.

All delivery areas are proactive in focus and are aimed at preventing issues rather than resolving new JTAC cases.

The following are the elements in the service.

Five delivery areas:

1. Service automation design and implementation assistance

2. Software life cycle management

3. Configuration analysis

4. Product performance optimization

5. Technical consultation

Features and Benefits

Service Automation Design and Implementation Assistance

Utilize Juniper's service automation technology to facilitate ease of inventory management, data collection, JTAC case detection and creation, and proactive communication of relevant EOL/ EOS (End-of-Support) and issue notifications. The Service Automation consulting engineer does the following:

- Assists in planning optimal Service Automation deployment

- Provides guidance on Service Automation implementation

- Validates proper automated JTAC case creation

- Trains customer to maximize usage of Service Automation functionality

Software Life Cycle Management

Ensure that all Juniper (Juniper Networks Junos® operating system) devices in the network are running software that is optimized to the customer's network and business needs, and that the software is supported. Provide ongoing guidance based on industry experience deploying Juniper equipment in similar situations.

Juniper engineers do the following:

- Provide software recommendations for optimal support of existing and new hardware/feature implementation, which reduces potential risk and increases success of deployment and decreases probability of future issues

- Provide best-practice upgrade procedures to minimize risk associated with deployment of new software

- Provide risk analysis of recommended software version upgrades

- Identify and recommend software version targets for devices that might be reaching EoL or EoSupport

Configuration Analysis

The configuration analysis ensures that the Juniper device configurations in the network are optimally implemented based on industry experience deploying Juniper equipment.

Juniper engineers do the following:

- Identify and recommend product configuration optimization opportunities for existing Juniper devices (Junos OS)

- Review new configurations prior to new deployment or implementation

- Provide improvement recommendations to standardized configurations and templates

Product Performance Optimization

The product performance optimization provides bimonthly reports to analyze performance trends of the Juniper technology in the customer's network by establishing a baseline and periodically sampling Juniper device data. This ongoing activity creates the opportunity for engineers to gather trend data, which can be used to show ongoing improvements or persistent network trouble spots. Engineers use this information when disseminating the objectively gathered data to upper management.

The Juniper engineers do the following:

- Routinely collect device health data and perform analysis to identify areas that might require corrective action or awareness

- Identify areas of concern for potential malfunctioning hardware components, undetected problems, data abnormalities, and unexpected trends

- Recommend actions and improvements to identify areas of concern

- Establish data trend analysis for device health and scale

Technical Consultation

Juniper engineers provide technical advice and consultation via direct phone call or e-mail during regular business hours. The technical consultation focuses on the following categories:

- Software life cycle management

- Configuration analysis

- Product performance optimization

- Service automation

Proactive communication such as Security Incident Response Team (SIRT), PBNs, EOL notifications

Ordering Information

Juniper Networks' Network Productivity Service is available in the Americas (North America and CALA) for customers who are subscribers of Juniper Care but not yet subscribers of Juniper Care Plus, and who have a small Juniper footprint in their network. Contact your account team for details and eligibility.

Model Number	Name
SVC-ADV-OPT-AM-6M	6 months of Network Productivity Service in Americas
SVC-ADV-OPT-AM-12M	12 months of Network Productivity Service in Americas

About Juniper Networks

Juniper Networks is in the business of network innovation. From devices to data centers, from consumers to cloud providers, Juniper Networks delivers the software, silicon and systems that transform the experience and economics of networking. The company serves customers and partners worldwide. Additional information can be found at www.juniper.net.

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